



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

Volume 2, Issue 4
August 1, 2008

Director's Update

Agencies Pull Together to Provide Disaster Relief

by Zach Main, Director
FSSA Division of Family
Resources

Throughout June, Hoosiers were impacted by severe storms and flooding in 53 counties across Indiana. Many families lost their homes and possessions and needed immediate assistance. V-CAN members located in or serving affected counties rallied to help individuals and families receive shelter, clothing and financial assistance.

FSSA and the IBM-led Coalition also helped families displaced by the flooding obtain disaster relief assistance through federal and state programs. FSSA partnered with FEMA, the American Red Cross and other state

agencies to set up one-stop disaster assistance centers in several counties throughout the state. The one-stop disaster assistance centers provided computers and phones for Hoosiers to complete applications for FEMA assistance. The American Red Cross delivered basic necessities such as food, water and clothing.

FSSA and the IBM-led Coalition provided on-site support for individuals and families who needed replacement or emergency Food Stamps, and help applying for Cash Assistance (TANF), Medicaid and child care assistance. Other state assistance included housing,

immunizations and driver's license and vehicle title reprinting. The ability to mobilize multiple state agencies and provide computers and phones for Hoosiers to apply for state and federal assistance was made possible by the infrastructure already in place as a result of eligibility modernization.

Within a two-week period, state and federal agencies worked together to provide immediate assistance to Hoosiers:

- \$3.3 million of disaster Food Stamp relief was provided to almost 10,000 Hoosiers;

Continued on Page 2

Inside this Edition

Director's Update	1/2
Online Case Status Enhancements!	1
V-CAN Profile	2
New System 101	3
Regional Spotlight	3
Healthy Indiana Plan (HIP) Update	4

Online Case Status Enhancements!

In July, another enhancement was made to the Online Case Status tool! Clients and Authorized Representatives can now print or request a mailed Proof of Eligibility Form. This form provides important case-specific information such as:

- Case status
- Benefit amount
- Effective dates
- Interview time and location
- Assistance Groups
- Authorized Representatives associated with a case



Let us know how this new enhancement works for you and your clients! Email us at vcn@us.ibm.com.

V-CAN Registration

(Statewide, as of 7/25/08)

Access Points.....540

Publicized...180

Non-Publicized...360

Referral.....291

Informational.....387

Total.....1218

Director's Update, continued

- Approximately 800 state employees worked at the one-stop centers to help Hoosiers complete applications for state and federal assistance;
- 134 computers and 80 phones were available to apply for assistance;
- FSSA and IBM-led Coalition workers worked with clients to replace HoosierWorks or

Electronic Benefit Transfer (EBT) cards that were lost in the flooding;

- 188 flood victims found temporary and permanent housing; and
- 763 Hoosiers signed up for disaster unemployment insurance.

The focus on disaster relief efforts throughout the state

affected many local agencies and the clients they serve. Thank you for your help during the past few months to help Hoosiers get back on their feet. We appreciate your help and patience as we shifted our focus to this important effort! We are now in the process of implementing scheduled enhancements and rescheduling Region 3 implementation.

V-CAN Profile: InAsMuch Ministry

This V-CAN Profile is the fifth in a series of profiles highlighting V-CAN members throughout Indiana. This profile focuses on InAsMuch Ministry.

InAsMuch Ministry has served the Fort Wayne area for the past 30 years.

InAsMuch Ministry partners with 13 churches to provide food, clothing, utility and transportation assistance to individuals and families in need. Alyn Biddle, Broadway Christian Church Benevolence Pastor, directs InAsMuch Ministry, which serves the community with a staff of 35 volunteers. In 2007, InAsMuch Ministry provided assistance to over 6,500 people.

An important part of the InAsMuch Ministry mission is to help clients gain self-sufficiency. InAsMuch Ministry is a non-publicized V-CAN Access Point, and provides a computer, phone and FAX machine and computer assistance

to clients when applying for or managing Food Stamps, Cash Assistance (TANF) or Health Coverage. InAsMuch Ministry also helps clients gather documentation to support an application for public assistance.

By joining the V-CAN, InAsMuch Ministry learned about another program that shares the goal of helping individuals become self-sufficient. InAsMuch Ministry participates in the Community Work Experience Program (CWEP), associated with the Indiana Manpower and Comprehensive Training (IMPACT) program through FSSA. Recipients of TANF and Food Stamp benefits who qualify for the IMPACT program can participate in the CWEP, which allows them to gain practical, unpaid work experience at a non-profit agency in their community.

Maria is a participant in the CWEP and works at

InAsMuch Ministry. Maria spends 15 hours each week organizing the clothing room for families in need and tracking the bus tickets that the agency provides to clients.

Alyn Biddle is pleased with his agency's participation in the CWEP. "It's been great having Maria join the InAsMuch Ministry family. Participating in the CWEP is a win-win situation. There's an opportunity for InAsMuch Ministry to have an additional volunteer and Maria has the opportunity to develop skills that will help her obtain work in the future," he said.

For more information on the CWEP, contact vcn@us.ibm.com or your local Division of Family Resources (DFR) office. For more information on InAsMuch Ministry, contact Alyn Biddle at 260-423-2347.

Coming Soon! FSSA and the IBM-led Coalition are excited about two upcoming enhancements for V-CAN members:

- **Agency View of Online Case Status** will allow an agency to view the case status of all cases within the agency. This enhancement is in development and is targeted for implementation in November 2008.
- **New Entry Point for Agencies Serving Special Needs Populations** provides direct contact to Specialists who can follow-up on case-specific questions. Implementation is targeted for late summer/early fall 2008.

NOTE: These enhancements are in development. More information about the enhancements will be provided soon!

New System 101: Tips for V-CAN Members

Through interactions with our V-CAN members, we share tips to promote the fast and accurate processing of applications. We also identify procedures that have changed or should be used more consistently.

Highlighted here are a few of these procedures, most of which are especially relevant to agencies heavily involved in Medicaid services. If you have questions about these tips or have a tip to share, please email us at vcan@us.ibm.com.

TIP 1: Separate Pages for Supporting Documents

When submitting copies of supporting documentation to the FSSA Service Center by mail or FAX (i.e., copy of a driver's license, Social Security Card, rent receipt, etc), make sure to submit each copy on an individual page.

TIP 2: How to use a case-specific, bar-coded Document Coversheet

There are several instances where a case-specific, bar-coded Document Coversheet is recommended when submitting documents:

- If verification documents are submitted with the Application for Assistance, a Document Cover Sheet is **not** needed.
- An Application Document Cover Sheet should be used when verifications are sent after the application was submitted.
- A Document Cover Sheet is **not** needed when submitting an Authorized Representative form or birth confirmation (Babygram).

TIP 3: Disable Pop-Up Blocker to Print Online Application

After completing the online application, you may print the

Application Packet (i.e., Application Summary, Signature Page, Notice of Rights and Responsibilities and List of Supporting Documents) or request that an Application Packet be mailed to you. If you choose to print the Application Packet, you may need to disable your web browser pop-up blocker. If a pop-up blocker is enabled, it may prevent you from printing the PDF file that contains the Application Packet.

TIP 4: Understanding the Call Center

Many V-CAN members have asked questions about the structure of the Call Center. When contacting the Call Center, to ask either case-specific or general questions, there are several different groups of Call Center Representatives available

to answer your questions:

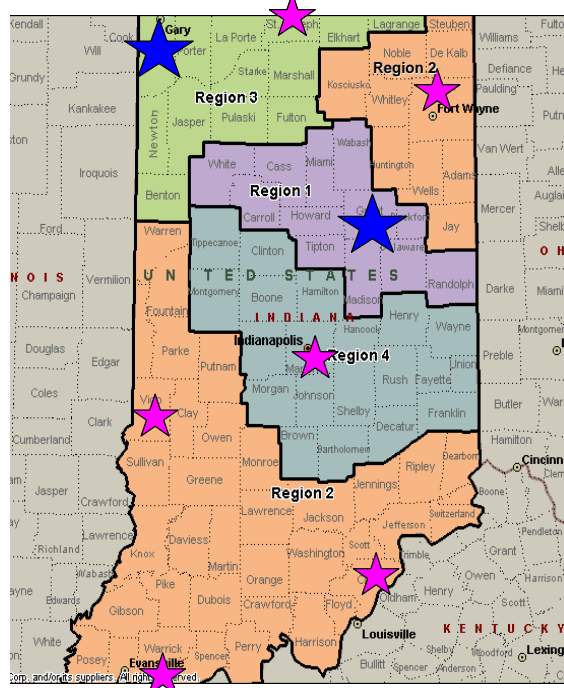
- **Tier 1 Call Center Representatives** answer general questions and process changes.
- **Tier 2 Call Center Representatives** answer questions related to letters or notices sent to applicants and clients.
- **Problem Resolution Team (PRT)** answers case-specific questions.
- **Specialists**, are available to answer questions related to disability, refugee, waiver, nursing home and aging applications. In most cases, a specialist will call back a client or V-CAN member, rather than receiving a transfer from a Tier 1, Tier 2 or PRT Call Center Representative.

Regional Spotlight: Regional Training Update

Region 3 V-CAN Training was underway when severe storms and flooding struck 53 counties across the state. Given the need to mobilize teams of staff to process applications for replacement and emergency Food Stamps, Region 3 V-CAN Training was postponed and FSSA and the IBM-led Coalition are reevaluating the implementation dates for Regions 3 and 4. Stay tuned for more information on implementation dates for Regions 3 and 4 as well as training for V-CAN members located in or serving Region 3 and 4 counties.

V-CAN members in Regions 1 and 2 have been using the new system for several months and have had great questions and suggestions on how to use and enhance the new system. The V-CAN member network has grown in these regions and many new V-CAN members did not have a chance to attend V-CAN Training. To provide introductory training for new V-CAN members, as well as advanced training for more experienced V-CAN members, FSSA and the IBM-led Coalition are holding Region 1 and 2 V-CAN Workshops throughout July and August 2008. If you are a V-CAN member in or serving a Region 1 or 2 county and would like to attend a Region 1 or 2 V-CAN Workshop, email us at vcan@us.ibm.com.

Regional Implementation Map



Healthy Indiana Plan (HIP) Update

A buy-in option has been created for the Healthy Indiana Plan (HIP) to provide an alternative for those who do not qualify for the subsidized plan because their income is too high. Prior to the buy-in, only Hoosiers earning below 200 percent of the federal poverty level (FPL), who did not have Medicare or Medicaid, who had been uninsured for at least six months and were not eligible for employer-sponsored health coverage qualified for the plan. As of

July 1, 2008, all applicants who are denied HIP coverage due to over income will receive a notice with their denial informing them of the option to buy into the plan.

The buy-in option for HIP will provide Hoosiers earning more than 200 percent FPL, approximately \$40,000 for a family of four, with benefits similar to the original plan.

Currently, Anthem Blue Cross Blue Shield is the only provider for the program. MDwise with

Americhoice is expected to offer their version later this year. Cost of the plan will be based on age, sex and geographic region. State and federal subsidization will not be available for the buy-in option. Those interested in purchasing the HIP buy-in product should contact Anthem at: 1-800-622-4075 or a licensed Anthem agent.

If you have questions about HIP eligibility and coverage, benefit plan choice or the

HIP application process, call 1-877-GET-HIP-9 or visit www.HIP.in.gov for more information.

V-CAN Member has HIP Enrollment Day Success!

Community Hospital Anderson, a V-CAN Access Point, has been actively involved with promoting the Healthy Indiana Plan (HIP) since it was implemented on January 1, 2008. The hospital has hosted 22 HIP Enrollment Day events to promote the new health plan and help patients and community members complete applications.

Newspaper stories, interviews on local radio

stations and word of mouth promote HIP Enrollment Day events to residents in Madison and surrounding counties. Approximately 1,500 people have attended the events.

"Healthier people equal a healthier workforce. In Madison County, we see patients on a daily basis who don't qualify for traditional Medicaid coverage and who don't have access to employer-sponsored health

coverage. These patients aren't receiving the preventive care they need to be healthy workers. By applying for HIP, these patients are on their way to receiving the care they need to lead healthy lives," said Terri Rinker, Director of Reimbursement Services at Community Hospital Anderson. Rinker said the hospital has seen success with HIP and plans to continue promoting the program through more HIP Enrollment Day events.

Thanks to Community Hospital Anderson and all our V-CAN members who promote HIP!



How Can You Get More Information?

If you have questions about Eligibility Modernization or the V-CAN, there are several ways you can get more information:

- Attend V-CAN Training prior to implementation in your Region
- Visit www.in.gov/fssa and click "Eligibility Modernization" and "Communications" to review presentations, common questions and answers and other helpful information about the V-CAN and Eligibility Modernization
- Email your questions to vcan@us.ibm.com

The next issue of the *V-CAN Connector* will be published in October 2008 and will include an update on V-CAN Training and regional implementation.

